

“OPPORTUNITY, meet SUCCESS”

INTRODUCING HOOSIERS TO A BETTER LIFE



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Jobs. In the end, that's what it is all about. Nowhere is that more evident than within the Department of Workforce Development. Every day, DWD is working to ensure that jobs, job opportunities, training and financial assistance are available and accessible to the people of Indiana. Today, more than ever, we need to make sure we are doing all we can to prepare Hoosiers to meet the challenges of a changing workplace.

From workforce recruitment to job placement and skills training, DWD is an integral part of making sure Hoosier workers are ready to meet the demands of an ever-evolving, global economy. As industry looks to increase efficiency and improve productivity, we must do what it takes to maintain and enhance job opportunities. Whether it's retraining workers or demonstrating the competitive advantage Indiana has to offer the business community, we will continue to grow and attract the jobs of tomorrow.

Indiana's growth is dependent on the success of workers, their families and the communities in which they live. Through the programs and people of DWD, we know that we can put people to work in high-skilled and high-demand occupations. By working together, we can insure that every Hoosier has the opportunity to meet success.

— Governor Joe Kernan & Lt. Governor Kathy Davis

In Indiana, the Department of Workforce Development is charged with turning opportunity into success, one person at a time. Since its inception, DWD has worked diligently to assist Hoosiers in finding, keeping and improving their jobs. It is our belief that the workforce in Indiana is one of the finest in the nation, and our goal is to keep it that way.

During the last year, DWD has worked hand-in-hand with educators, businesses and local organizations to create the type of workers that today's employers need, as well as prepare Hoosiers with the skills needed for the jobs of the 21st Century. Indiana is known for its work ethic, and it is our goal to turn that work ethic into results that make a difference for all Hoosiers.

Just as the competitive landscape has changed, so has the role of DWD. Today, we are determined to better prepare Indiana's workforce in four key sectors: life sciences, 21st Century logistics, information technology and advanced manufacturing. By concentrating in these areas, DWD is helping Indiana workers build their capacity to deliver the skills and talents necessary for tomorrow's careers. A well-prepared workforce translates into a growing economy.

As you read through our annual report, you will get a look at the lives, communities and people touched by our work. Whether we are transitioning people from welfare to work or training recipients of early retirement for a new career, DWD makes it possible for opportunity and success to come together.

— Commissioner Alan Degner



“Initiative, meet **JOHN ROBERTS**”

John Roberts, US Army veteran, patriot, family man, jobless. After returning home from the service, John watched as a stalling national economy closed factories and eliminated positions throughout the country. After going through his third plant closing, John decided it was time for a change—a change for the better.

First, John researched appropriate fields and job openings. He discovered that there was a high demand for railroad conductors.

His next step was to approach WorkOne Express, Greencastle, for advice and Unemployment Insurance support. There he found the assistance he needed to enroll in a five-week training class at Ivy Tech in East Chicago with the Calumet School of Transportation Sciences. John hit the books and finished at the top of his class.

When he was done, CSX was waiting with a position. John has a new career, higher pay and a fresh outlook. All aboard.

***“I knew I could do more. And after three plant closings,
I knew now was the time.”***

“Persistence, meet ALICE DAWSON”

Sometimes you put everybody else first. Alice Dawson dropped out of high school to be a wife and mother. She wanted to return to graduate, but the responsibilities of the family came first. Suddenly, Alice found herself on her own, a single mother who had to rely on public assistance to provide for her family.

But she never gave up hope. Alice turned to WorkOne Fort Wayne. Through its partnership with JobWorks, she was able to earn her GED while training in teamwork, leadership, vocational exploration, employability skills and computers.

Her hard work and dedication paid off when Benco Dental provided employment as a quality control checker with full benefits. But that's not the end of the story. Alice is back in school working toward a degree in social work. She also regularly volunteers for JobWorks and Junior Achievement providing inspiration and support for people facing their own challenges. Good job.

***“I’ve been there and I know what it’s like. Now, I hope
I can make a difference in someone’s life.”***



*“Determination, meet **MISTEE MAY**”*

Mistee May isn't your typical paralegal. She's a single parent, of eight-year-old twin girls, who had worked for several years at a hometown company making nearly \$20 an hour before she was laid off. However, that didn't stop Mistee from moving forward. She enrolled at Vincennes University to begin earning her associate's degree and worked with the WorkOne Bedford office to obtain Unemployment Insurance benefits and food stamps for her family.

Once school began, a learning disability surfaced that challenged Mistee's resolve. Thanks to the DWD Bedford Trade Adjustment Assistance representative, Mistee was able to obtain the tutoring she needed to advance her studies. However, with just one semester left, Mistee was faced with health problems and thought about quitting. But she didn't.

With the help and support of WorkOne staff, Mistee fought through the challenges facing her, graduated with her paralegal degree and was subsequently hired at a law office in Paoli. Case closed.

*“Every step of the way, someone was there
making it possible for me to be where I am today.”*

*“Confidence, meet **KIMERY FORD**”*

Kimery Ford could have given up. Young. No high school diploma. No one to rely on but herself. So she did the only thing she could. Kimery decided to make a change and earned her GED. Then, with a diploma in hand, Kimery hit the streets in search of workforce-related skills.

Kimery first enrolled in a computer training class and with her new skills, she was able to take her first step toward self-support. She landed an entry level tech job, but Kimery wanted more. Working through DWD’s job-matching system, CS3, she was able to secure a position as a private-duty assistant in the health care field.

Still wanting a better job, Kimery turned to WorkOne Goodwill of Indianapolis for help. There, she received intensive services such as job counseling and development. She also received occupational training, which allowed her to enroll in a Certified Nursing Assistant’s certification training program. Hard work finally paid off when Kimery’s part-time employer noticed her effort and offered her full-time employment, benefits and a pay increase.

*“I started to believe in myself
and with help, others started to believe in me.”*

*“Indiana, meet **ANTHONY MARTINEZ**”*

Some people can accomplish a lot in a short time. Anthony Martinez is one of those people and he just turned 18.

Growing up, Anthony’s family moved back and forth between Florida and Indiana. Due to the constant movement, Anthony’s school credits did not transfer easily—leaving him short of the required credits to graduate. Instead of staying in high school until he was 20, Anthony began pursuing a GED. With the help of the Madison WorkOne Center, Anthony established basic skill and occupational goals and addressed the language and cultural barriers he faced.

WorkOne services provided the foundation upon which the motivated Martinez began building his career. Anthony earned his GED and is now the assistant manager at a major retail store. Anthony is secure in his new position that not only delivers health insurance, but a 401K plan. Live the dream.

*“You always hear about the American dream
but the people right here in Indiana are helping me live it.”*

*“Education, meet **PORTAGE HIGH SCHOOL**”*

Located in northwest Indiana, Portage High School is changing the way students, educators, employers and the community look at the classroom. No longer are books and lectures the only way to learn, as students get hands-on experiences in a career cluster setting. Today, an on-site medical clinic offers low-cost care to the entire community while students have the opportunity for internships in health careers without ever having to leave campus.

Portage is a hotbed of career-oriented instruction, housing 12 of the 31 career education programs serving Porter County. DWD has been working with the school to establish Career Academies since 1999 and upon the receipt of a federal grant to open three community clinics, Portage High School was a logical destination.

With two full training rooms and state-of-the-science equipment, students are getting the hands-on training so important in today's workplace. Not surprisingly, graduates enjoy high placement rates and excelled advancement whether they move on to college or enter the workforce.

By providing students with educational programs that feature articulation with postsecondary institutions, including several opportunities for dual college and high school credit, Portage High School is giving students a head start on the rest of their lives.

*“What makes it possible?
Students, educators and the community believe in the program.”*



“Training, meet **PIEZOTECHNOLOGIES**”

By engineering and manufacturing high-tech components used in ultrasound sensors and imagers that measure everything from wall thickness to heartbeats, Piezotechnologies provides unique, well-paying jobs for nearly 100 central Indiana employees. With facilities in Indianapolis and Lebanon, Indiana, Piezotechnologies is the type of company our state needs to keep to stay competitive in today’s job market.

Faced with the prospect of providing advanced training and education to an incumbent workforce, Piezotechnologies turned to DWD for assistance. Through the Advance Indiana Program, the firm was able to create and fund a tailored training program that consists of 150 hours of on-site training in relevant applications like technical corrections and electronics theory. Graduates of the program receive Certificates of Technical Achievement, and more importantly, the improved job skills that benefit everyone involved.

According to Piezotechnologies’ Bob Balsersak, DWD helped the company move forward by partnering every step of the way. “From assistance in finding training suppliers to working through the funding process, DWD had the right people in the right places. Piezotechnologies is a growing part of a \$300 billion industry, and thanks to the professionals at DWD, we’re in a better position to be a part of that industry for years to come.”

“From the floor to the bottom line
DWD worked with us to make the program a success.”



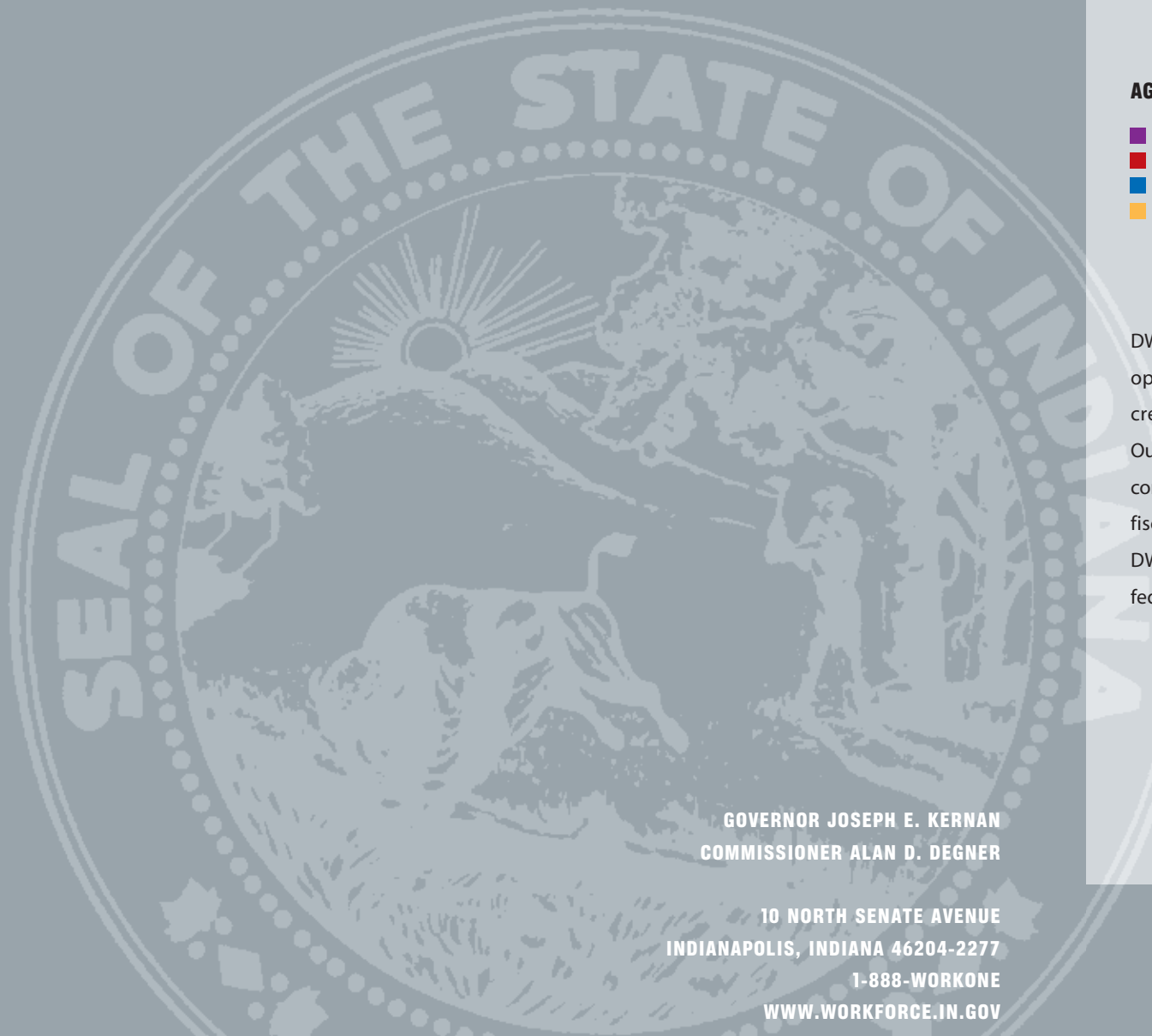
*“Hard work and vision, remembering a **HOOSIER**”*

This past year, the Department of Workforce Development lost not only a friend, but one of the agency’s true supporters. Governor Frank O’Bannon realized that making sure Hoosiers had the opportunity to work, and were well-prepared for it, went beyond the issues of economic development in his beloved state. Going to work meant pride at home and in the community. Jobs translated into strong families and stronger people. Nobody worked harder at helping the people of Indiana realize the American dream.

*“We in Indiana have had an ongoing argument about the definition of a Hoosier.
I think we know the definition of a Hoosier: It’s Frank O’Bannon.”*

— Governor Joseph E. Kernan, September 19, 2003



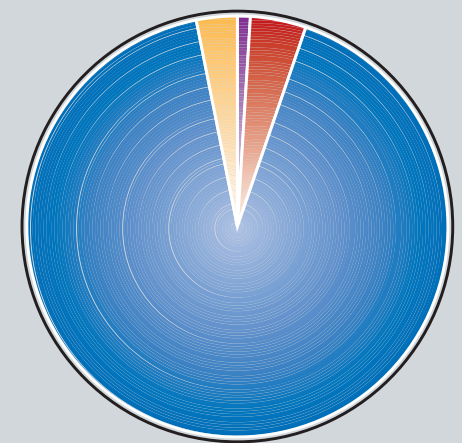


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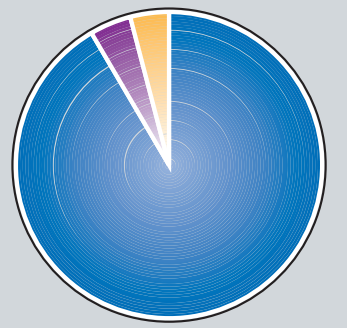
WORKING CAPITAL...

2003 Financial Overview

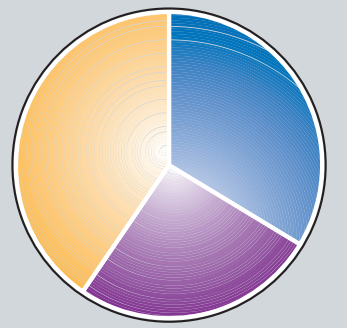


AGENCY TOTAL FUNDING	
Workforce Labor Market	\$1,716,451
Workforce Investment Act Funding	\$46,331,383
Work to Work Funding	\$959,022,252
Career & Technical Education Funding	\$29,898,635
TOTAL	\$1,036,968,721

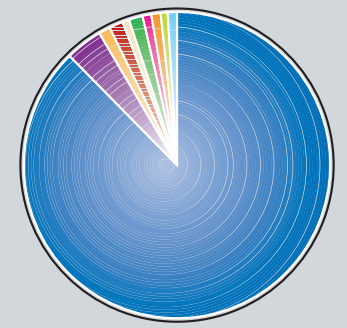
DWD has continued to support our mission of providing opportunities for Indiana's most qualified workers and creating the most user-friendly system for our customers. Our financial overview reflects those programs funded by the combination of state and federal funds measured by varying fiscal and calendar year 2003. It is important to note that DWD receives more than 99% of its funding from the federal government and less than 1% from the state.



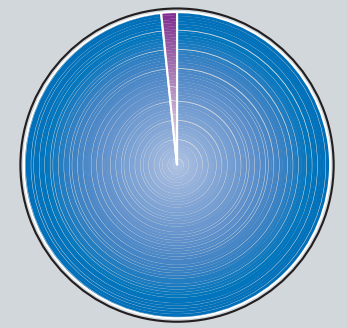
WORKFORCE LABOR MARKET INFORMATION	
Labor Market Information <i>(Bureau of Labor Statistics)</i>	\$1,571,476
Common Construction Wage	\$75,000
Labor Certification <i>(Alien Labor Certification, Migrant Seasonal Farm Workers)</i>	\$69,975
TOTAL	\$1,716,451



WORKFORCE INVESTMENT ACT FUNDING	
WIA Youth Title I	\$15,599,164
WIA Adult Title I	\$11,983,210
WIA Dislocated Workers	\$18,749,009
TOTAL	\$46,331,383



WORK TO WORK FUNDING	
Income During Work Transitions	\$863,000,000
UI Administration	\$38,489,850
Reed Act Distribution:	
UI Modernization	\$3,000,000
Jobs Program	\$5,000,000
Workforce Investment Board Program	\$4,000,000
Employment Job Matching Services	\$14,373,896
Penalty & Interest	\$5,000,000
Skills 2016 (1962)	\$14,320,000
Veterans' Services	\$3,074,000
Trade Act Programs	\$4,676,657
Work Opportunity Tax Credit	\$479,670
Workforce Development State Funds	\$3,608,179
TOTAL	\$959,022,252



CAREER & TECHNICAL EDUCATION FUNDING	
Vocational Education/Tech Prep	\$29,403,712
State Technical Education Funds	\$494,923
TOTAL	\$29,898,635



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INDIANA
WORKFORCE
DEVELOPMENT



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